

# DTS Enterprise Incident Report

As of 2/1/2011

Governor's Office

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents				FCR Total
	Bottom Number - First Contact Resolution				
	Critical	High	Low	Medium	
Governor's Office	1 0	1 0	12 9	1 0	15 9
Customer Company Total	1 0	1 0	12 9	1 0	15 9

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Initial Response**

Customer Company	Critical	High	Low	Medium	MIR Total
Governor's Office	1 0	1 0	12 0	1 0	15 0
Customer Company Total	1 0	1 0	12 0	1 0	15 0

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**

**Bottom Number -Average time in hours**

Customer Company	Critical	High	Low	Medium	ATTIR Total
Governor's Office	1 0.27	1 0.19	12 0.03	1 0.44	15 0.08
<b>Customer Company Total</b>	1 0.27	1 0.19	12 0.03	1 0.44	15 0.08

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Resolution**

Customer Company	Critical	High	Low	Medium	MR Total
Governor's Office	1 0	1 0	12 0	1 1	15 1
Customer Company Total	1 0	1 0	12 0	1 1	15 1

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

**Top Number - Total Incidents**

**Bottom Number - Average time in hours**

Customer Company	Critical	High	Low	Medium	ATTR Total
Governor's Office	1 0.45	1 0.19	12 0.08	1 4.06	15 0.37
<b>Customer Company Total</b>	1 0.45	1 0.19	12 0.08	1 4.06	15 0.37

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## Detail

<b>INC000000242037</b>	Tenielle Young Capitol Desktop Support	PC/Laptop Chad Poll	Error Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000243200</b>	Connie Wettlaufer Voice Operations	Telecom Annette Nielsen	Dial Tone Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.76
<b>INC000000243568</b>	Mark Thomas Application Server Support Team	None Dale Hicks	None Governor's Office	None Critical	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.45
<b>INC000000244709</b>	Justin Siebenhaar Capitol Desktop Support	Print/Copy/Scan/Fax Chad Poll	Incident Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000247784</b>	Connie Wettlaufer Voice Operations	Telecom Gail Christiansen	None Governor's Office	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000247785</b>	Cherilyn Bradford Capitol Desktop Support	PC/Laptop Chad Poll	Performance Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000247787</b>	David Walsh Capitol Desktop Support	PC/Laptop Chad Poll	Virus Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000251131</b>	Ted Wilson Help Desk	Application Brenda Treadway	Password Governor's Office	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.11
<b>INC000000252530</b>	Nancy Grisel Capitol Desktop Support	PC/Laptop Chad Poll	Hardware Governor's Office	None Medium	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.44 4.06
<b>INC000000252955</b>	Janice Kopaunik Metro A Desktop Support	Application Burton Brown	Password Governor's Office	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000252988</b>	Colene Tucker Capitol Desktop Support	PC/Laptop Chad Poll	Performance Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000253949</b>	Fran Stultz Capitol Desktop Support	Print/Copy/Scan/Fax Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000253962</b>	Doreen Weyland Capitol Desktop Support	PC/Laptop Chad Poll	Error Governor's Office	Acrobat Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000254971</b>	Pamela Blackham Voice Operations	Telecom Julie Sabato	Feature Governor's Office	Telephone High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
<b>INC000000254990</b>	Ron Gordon Help Desk	Application Vicky Marrelli	Password Governor's Office	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00